DEA Career Gateway by USA Staffing

How to Reset Your Application Manager User Name, Password or Update Your Profile

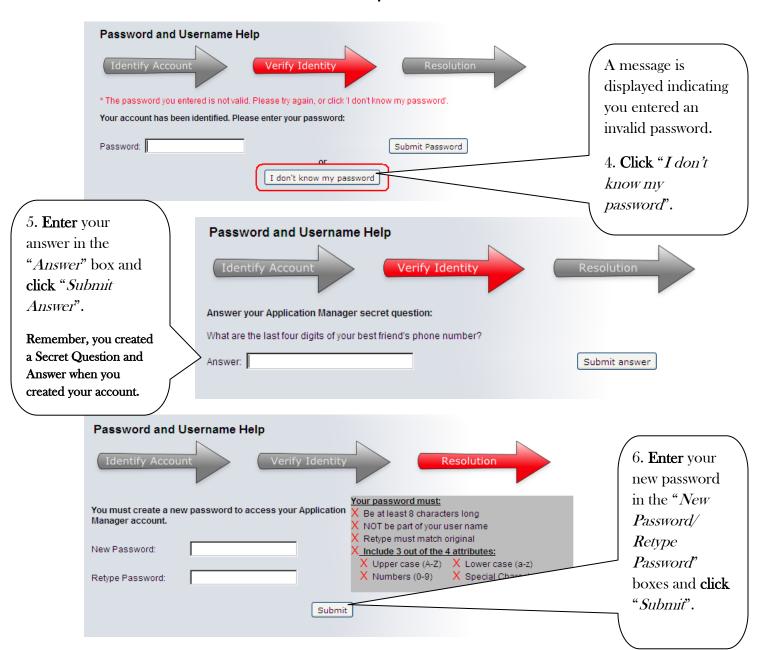1. In Application Manager; **click** the "*Forgot User Name or Password*" link.

FORGOT YOUR PASSWORD

2. **Enter** your email address and **click** "*Submit email address*".

3. **Enter** what you think your password is in the "*Password*" box and **click** "*Submit Password*".

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Password and Username Help

Identify Account → Verify Identity → Resolution

* The password you entered is not valid. Please try again, or click 'I don't know my password'.

Your account has been identified. Please enter your password:

Password: [ ]   Submit Password

or

[I don't know my password]

> A message is displayed indicating you entered an invalid password.
>
> **4. Click** "*I don't know my password*".

> **5. Enter** your answer in the "*Answer*" box and **click** "*Submit Answer*".
>
> **Remember, you created a Secret Question and Answer when you created your account.**

Password and Username Help

Identify Account → Verify Identity → Resolution

Answer your Application Manager secret question:

What are the last four digits of your best friend's phone number?

Answer: [ ]   Submit answer

Password and Username Help

Identify Account → Verify Identity → Resolution

You must create a new password to access your Application Manager account.

New Password: [ ]

Retype Password: [ ]

Your password must:
X Be at least 8 characters long
X NOT be part of your user name
X Retype must match original
X Include 3 out of the 4 attributes:
  X Upper case (A-Z)   X Lower case (a-z)
  X Numbers (0-9)   X Special Char...

Submit

> **6. Enter** your new password in the "*New Password/ Retype Password*" boxes and **click** "*Submit*".

<u>Note:</u> X will change to √ when all password requirements are met.

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FORGOT YOUR USER NAME

Follow **steps 1 thru 3** from above. When you get to **step 3** enter your correct password and click "*Sumbit Password.*"

Password and Username Help

Identify Account → Verify Identity → Resolution

Success!
You have successfully identified your account and verified your identity.

To change your user name, email address or contact information, click on the 'Edit Profile' button on the bottom right corner of the Application Manager main menu.

Proceed to my profile

4. A message is displayed indicating you have identified and verified your account. **Click** "*Proceed to my profile*".

This is a U.S. Government System.
Full Terms and Conditions

5. You will be taken to the *Application Manager* Home Page. Scroll to the top-left of the screen and your User ID is displayed under the Logout button.   Store your User ID in a safe place for future access.

| Main | Important Links | Help | Logout |

user: **TESTID**

Last Updated: 6/1/2012

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How to Reset Your Application Manager User Name, Password or Update Your Profile

UPDATE YOUR PROFILE

My Profile
(Change reusable information about yourself, such as your address, phone numbers and email addresses. Also, change your password and the way Application Manager works for you.)

Edit Profile

1. From the *Application Manager* Home Page scroll to the bottom of the screen to the "*My Proofile*" box and **click** "Edit Profile".

Biographic | Profile | Eligibility | Confirm Social Security Number

2. **Select** a tab and update necessary information. **Click** "*Save*".

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